**West Virginia - Duplication on Demand Panel 2019**

The transition to DOD in West Virginia began nearly nine months ago. At that time, we began to focus on cleaning up our patron data. We focused on inactive patrons and worked to get machines back that had been issued but books had never been circulated. We also focused on cleaning up our book records. With short staff and limited time, we did not initially use the series feature of WebReads. We spent some time going back to create series for the popular titles that we frequently use.

In addition to data cleanup, we also had to do some space clean up. Our transition to WebReads was fast tracked because of a 5,000 square foot space reduction we were faced with from the Governor’s Office of Communications. We began to heavily weed our collection in the fall of 2018 in preparation for DOD and the loss of space. We also had to reconfigure some cubical space to better suit the setup for DOD. The implementation plan we opted to go with included a linear space for the duplication and assembly of the cartridge and container. We also had to determine how we were going to store the blank cartridges and empty containers.

As we were weeding, we looked for the largest cartridges and reserved those to repurpose as DOD cartridges. The labels were removed from the containers and cartridges by our student volunteers. As the new cartridges and containers came by mail, we began spending any extra minutes stickering these items. We also pulled peach cartridges we had previously from storage and stickered those for use. The peach cartridges have proven the easiest to use as they have required no formatting before use. The new white cartridges have required formatting, but this is a quick process we are working through. We have not attempted use of the green cartridges we had purchased or the in-house recycling process with white cartridges from our stacks. We have reduced all copy allotment defaults to one at this point. We are hoping to be at zero by mid-summer.

To begin converting patrons to DOD, we started with the insufficient request list. We began migrating those patrons first. The first day, we flipped about 8 patrons. We set their DOD cartridges to 5 with 20 books each. I sent out 27 cartridges with 455 books total. These went to patrons that were re-reading westerns or our very picky patrons. Our next day, we flipped the remainder of the list and started flipping patrons as they called in. On Day 3, we started flipping patrons that returned book.

Problems we ran into were mostly centered around our bibliographic records. We only had complete, cataloged records for books that we had in our physical possession. This presented a huge problem as most of our patrons have books chosen for them based on reading interest. When we uploaded the MARC files, provided to us by Michael Katzman, it added 15,500 titles to our database. None of these have a subject code. We are currently working around that by using popular authors in specific subject areas until there is a crosswalk in place to bridge this issue.

The other issue we are now facing is connecting our subregional libraries to the program so that all duplication can be centralized in Charleston. Many years ago, West Virginia was set up so that all patrons were added to WebReads in Charleston. This information was then supplied to the subregional and they basically created a duplicate database for the patrons in their five county areas. By doing this, it gave the regional library some control over the subregional. Now, we are making changes to this policy because it is preventing the subregional from going live with DOD.

Our library is currently staffed by five people. Two librarians, a library assistant, and two office assistants. We also have one open position. Most of this transition has been the task of our digital access librarian. She has provided training to staff and performed most all tasks related to getting this program running. We also had some assistance getting the computer online from our IT department. Our patrons have been told for several weeks that we will be going to multiple books for each cartridge. Many of our patrons already get magazines, thus making it a smooth transition. Others are hesitant but willing to try. Of course, we have a few hold outs that will refuse and demand one book per cartridge and we will accommodate that to a specific number of cartridges and the patron will have to understand we cannot send more books than the patron is allowed cartridges.

Many of our ideas and policies are still being formulated since we have been live for such a short amount of time. The tasks are simple, but it still takes a significant amount of organization and follow through to complete the process without errors. In addition, we have had to change the flow of our day to better accommodate DOD. Previously, we would run our mail cards in the early afternoon, pulling books for the 3:00pm mail run. This proved to be a problem on Day 3 when we needed to duplicate the first real batch of cartridges. Although the duplication went quickly and without issue, we could not make the 3:00pm mail run because the printer would not generate the address cards fast enough. That evening, WebReads was reprogrammed to begin duplication at 8:00am. The first toaster load is complete when we arrive in the office at 8:30am. We immediately begin swapping the cartridges and printing the day’s address cards. This seems to be a much more efficient way to structure our day.

We have also encountered an issue with out subregional libraries. Originally, we planned to start the subregional libraries on DOD within a few weeks of our rollout in Charleston. Unfortunately, we have encountered an issue with the way our system is structured in West Virginia. When a new patron application is received, the application is entered into WebReads in Charleston. We generate the patron ID and issue the machine to the patron. The information is then sent to the subregional library via email. The subregional library enters the information into their system, provides reader’s advisory services, and each subregional maintains their own physical collection of cartridges for circulation. Once discussions began with Data Management regarding the subregional libraries sending their DOD orders to Charleston for fulfillment, we realized that the subregional libraries had a WebReads system that exists in a void. The patron profiles in their system did not contain a PIMMS ID needed for DOD. Now, we are in the process of making the changes necessary for this project to work.

Each of the three subregional libraries are running into space problems. In addition, each of these staff members are one-man teams. They also have other duties in the public libraries in which they reside. It is not feasible for them to manage the machines in their small spaces nor in the amount of time they must complete their duties. Earlier this week, we participated in a call with Data Management and NLS to determine the best way to move forward. At this point we are only in the beginning stages of the project and do not yet know what will be required on the parts of the regional library in West Virginia, the subregional libraries in the state, NLS, and Data Management.

The end goal is to have a system that will allow subregional libraries to send their duplication orders to the regional library. This will help them to have more space and decrease the physical efforts and time put into managing a physical collection.